

## Monday - March 11th, 2024

**1:30 - 5:00 Main Office Hospitality Room** 1st Line Support - Calix Service Cloud (Bring Laptop) & Installation & Repair Best Practices - Izzy Gomez & Paola Utterback, Calix  
5:30 - 8:00 Evening Social/Registration - Best Western Plus Havre Inn & Suites

## Tuesday - March 12th, 2024

7:30 - 8:30 **Registration**  
8:30 - 9:45 **Opening Session - GM Roundtable**

**10:00 - 11:00** **Session 1**  
MDOT/ROW Requirements - Application Process, Post Construction Survey's, Survey Equipment Used, Acceptance Issues  
Blue - Building 8-Meeting Room  
Red - Building 8-Zumba Room Wi-Fi 7 - Andrew Cuellar, Zyxel  
Green - Warehouse-Bull Room Work Management Solutions - Ashley Smith, NISC  
Yellow - Warehouse-Lower Level

**11:15 - 12:15** **Session 2**  
FTTH is Done.... What's Next? - What do your future plans hold? What will the Telco workforce look like in the future? What will employee engagement look like in the future workforce?  
Blue - Building 8-Meeting Room  
Problems getting older MDU's Brownfield adequate broadband speeds? Positron GAM - James Shell, Core  
Red - Building 8-Zumba Room Telecom & Jim Staheli, Positron  
Green - Warehouse-Bull Room Everything Calix - Network Health, API, Cut Thru - Tyler Schwartz, NISC  
Yellow - Warehouse-Lower Level

**12:15 - 1:30** **Lunch Provided by Zyxel/CSSA - Vendor Area**

**1:30 - 2:30** **Session 3**  
NISC AppSuite - How is it used? What do we like? Tips & Tricks  
Blue - Building 8-Meeting Room  
XGS-PON & 10G Gateways - Andrew Cuellar, Zyxel  
Red - Building 8-Zumba Room  
Community Events and Outreach - What is working well? What do you attend? Who attends the events? (Roundtable)  
Green - Warehouse-Bull Room  
Locators for MDOT projects that use real time Kinematics to provide accurate survey results - Bert Merritt, Rep Com  
Yellow - Warehouse-Lower Level

**2:45 - 3:45** **Session 4**  
Monitoring/Alerting/Notifications - How/What do you monitor? What/When do you alert on? Favorite software(s), What requires a notification? How do you get notified? (email, text, chat, etc) Alert Exhaustion, when do things start to get ignored? Proactive alerts vs reactive alerts?  
Blue - Building 8-Meeting Room  
Next Gen PON Analyzer Testing & MultiGig Services Testing PON/NGPON - Carl Goldschmidt, VeEX  
Red - Building 8-Zumba Room  
How are you handling Security Deposits, online sign ups and reconnects? (Roundtable)  
Green - Warehouse-Bull Room  
Yellow - Warehouse-Lower Level

**4:00 - 5:00** **Session 5**  
Public Permitting & Compliance - Tips & Tricks to reduce time and ensure compliance with permitting requirements. Any tricks to reducing the time required to receive an approved public permit?  
Blue - Building 8-Meeting Room  
PON Network Design - Centralized Split, Distributed Split, Cascaded Split, Indexing Split & Tap Split - Travis Pyne, Rally Rep  
Red - Building 8-Zumba Room  
ACP Outreach, Program Ending?, Lifeline (Roundtable)  
Green - Warehouse-Bull Room  
Yellow - Warehouse-Lower Level

**5:30 - 8:00** **Evening Social - Best Western Plus Havre Inn & Suites**

## Wednesday - March 13th, 2024

**8:30 - 9:30** **Session 6**  
Cyber Security - What is being done to improve your companies' security profile? Discuss Cyber Security Plans submitted for program funding. Zero Trust Environment, Awareness Training, Phishing Campaigns  
Blue - Building 8-Meeting Room  
Quality Assurance on Installs in Service Cloud - Izzy Gomez & Paola Utterback, Calix  
Red - Building 8-Zumba Room  
Competition - Starlink, T-Mobile, Verizon etc  
Green - Warehouse-Bull Room  
Yellow - Warehouse-Lower Level

**9:45 - 10:45** **Session 7**  
Quality Assurance review on installations and trouble? How are you tracking? What triggers follow up training?  
Blue - Building 8-Meeting Room  
Post calls and survey's after site install or trouble?  
Red - Building 8-Zumba Room  
Engineering in a Digital World - Dustin Heath, CHR  
Green - Warehouse-Bull Room  
Elevate Customer Service Through The Phone - Rich Dorsett, CNI  
Yellow - Warehouse-Lower Level  
Physical layer fiber testing, cleaning and splicing best practices - Carl Goldschmidt, VeEX, Rich Martire, Inno Instruments

**10:45 - 11:45** **Session 8**  
Staying current in an ever-changing world - What are you doing to stay current with audits, retirements, CPR's, bills/billing records, plant changes, special circuits - TDM & ETS?  
Blue - Building 8-Meeting Room  
Deep Dive on Wi-Fi Troubleshooting 3 C's - Izzy Gomez & Paola Utterback, Calix  
Red - Building 8-Zumba Room  
Communication to Members - Email, Letter, Phone Call - Best Practice For Different Scenarios (Roundtable)  
Green - Warehouse-Bull Room  
Yellow - Warehouse-Lower Level  
Locates with positive response - Tyler Schwartz, Ashley Smith & Kay Ludlum, NISC

**12:00 - 1:00** **Lunch Provided by Border States & Torgerson's - Vendor Area**  
**1:00 - 2:00** **Closing Session - Fentanyl & Narcan in our Communities - Aaron Wittmer**

**Post Conference Training**  
1st Line Support - Calix Service Cloud (Bring Laptop) & Installation & Repair Best Practices - Izzy Gomez & Paola Utterback, Calix  
**2:00 - 5:00 Building 8-Meeting Room**  
Enhanced A-CAM User Group - BDC Fabric Dot Awareness - CS thru Technicians as a top priority? Handling updates to the map? Challenge process?  
**2:00 - 5:00 Building 8-Zumba Room**

## Thursday - March 14th, 2024

**8:30-11:30 Building 8-Meeting Room** Post-conference Training - Calix Road Show